Electronic Government an Overview

Presented by: Karen Hogan
Office of the Chief Information Officer
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Agenda

- What is electronic government?
- What does a program manager need to do?
- Your Bureau's Plan for meeting requirements of GPEA
- What you need from us
- Q&A

Topics

- What is electronic government?
- Some examples
- What does it mean to a program?
- How does a program manager plan to take advantage of it?
- How will this change/affect government organizations?
- Next Steps

What is Electronic Government about?

- The use of Web technologies
- Which give us the ability to
 - Improve service to citizens and businesses
 - Reduce costs
 - Drive operational efficiencies
 - Enhance economic development
 - Redefine community and governance

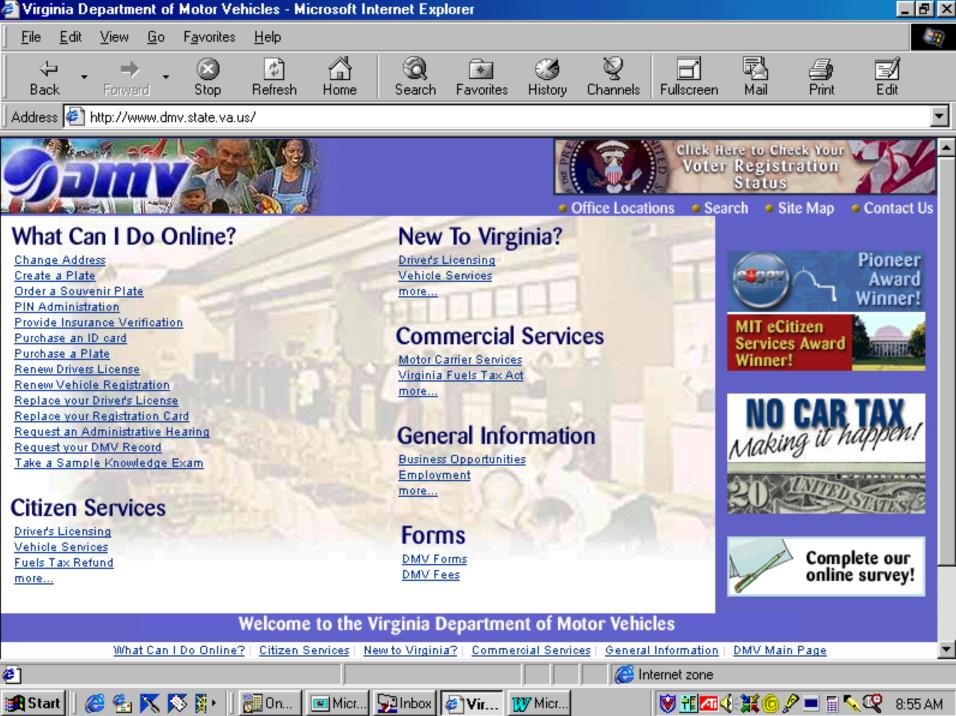
MOSTLY...

- Electronic Government is about the *business* of government. It
 - provides opportunities for improvement and savings
 - drives a fundamental change in the way functions are performed
 - is aided, supported and enabled by technology
- It's about *BUSINESS* not technology!

What is e-gov?

- Government view: information and services on-line
- Involved citizens/constituents
- Constituents exercising rights and responsibilities
- E-democracy





Commerce Department Goals

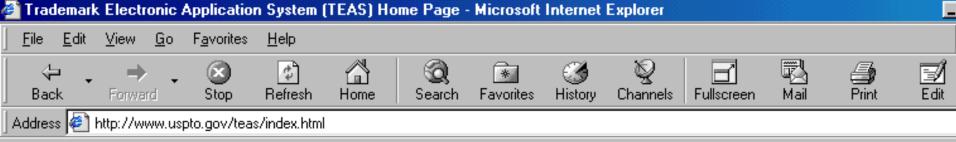
- Do as much business as possible online
- Improve customer service
- Improve productivity

What's Happening now in DoC?

- Tuna Fishing Permits from NMFS
- BXA export licensing
- Trademark registration
- Shipper's Export Declaration online
- Export Portal







Trademark Electronic Application System ®



The United States Patent and Trademark Office (USPTO) is pleased to present TEAS - the Trademark Electronic Application System. TEAS allows you to fill out a form and check it for completeness over the internet. Using e-TEAS you can then submit the form directly to the USPTO over the internet, making an official filing on-line. Or using PrinTEAS you can print out the completed form for mailing to the USPTO. It's your choice!

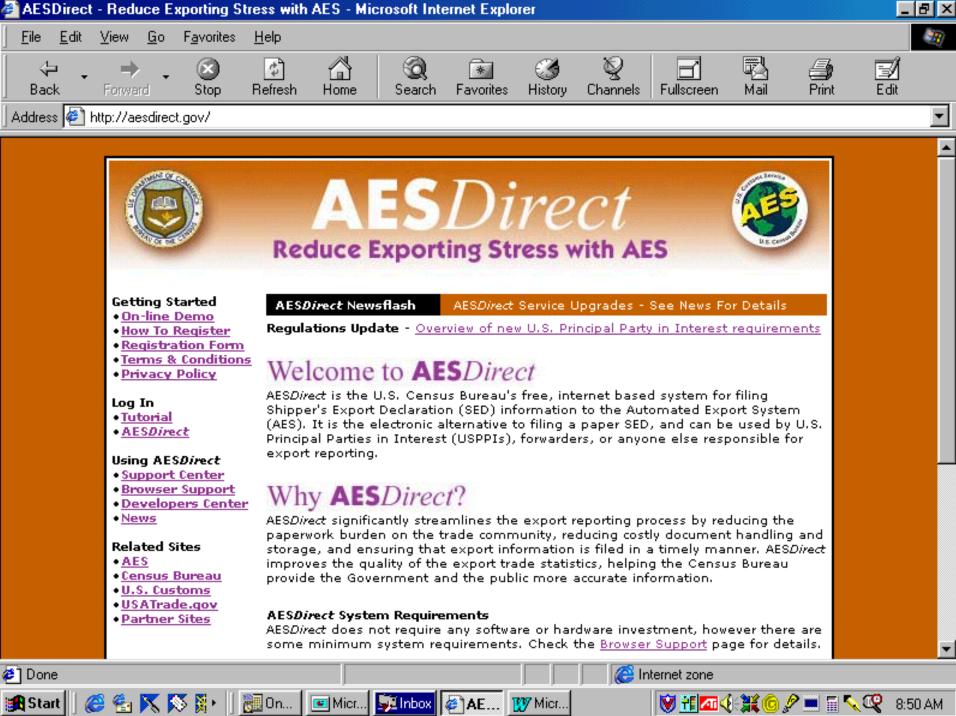


The following special requirements may apply (depending on which form is selected) for filing directly over the internet:



If you cannot file electronically, you may still be able to complete the desired form on-line, to print out and mail. But,







What Does e-gov Mean to You?

- Focus on program concerns
- Plan for implementation
- Follow suggested steps
- Decide on approach for electronic signatures
- Consider some important ramifications

Focus on Program Concerns

- Leverage technology to
 - web-enable business processes
 - use data to improve services
 - enable people to be more productive
 - create a secure and manageable infrastructure

How do I plan for e-gov?

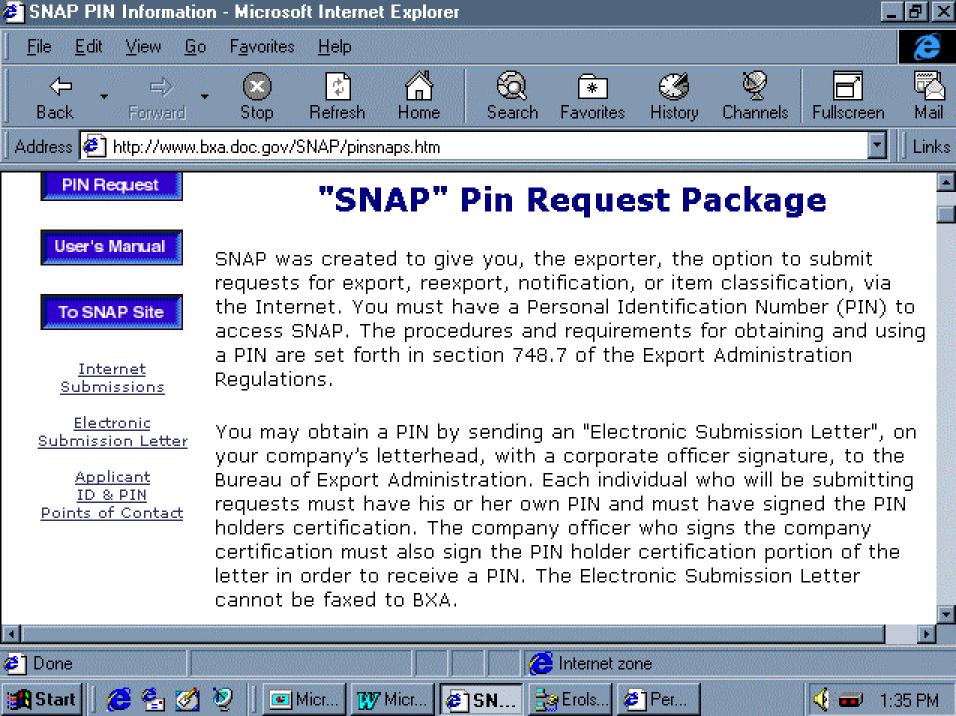
- Planning process
 - Examine business processes for areas affected and opportunities to improve
 - Work with CIO to determine effective solutions
 - Include in strategic and IT planning processes
 - Include in budget process (in both base and new initiatives)

What Steps Should I Follow?

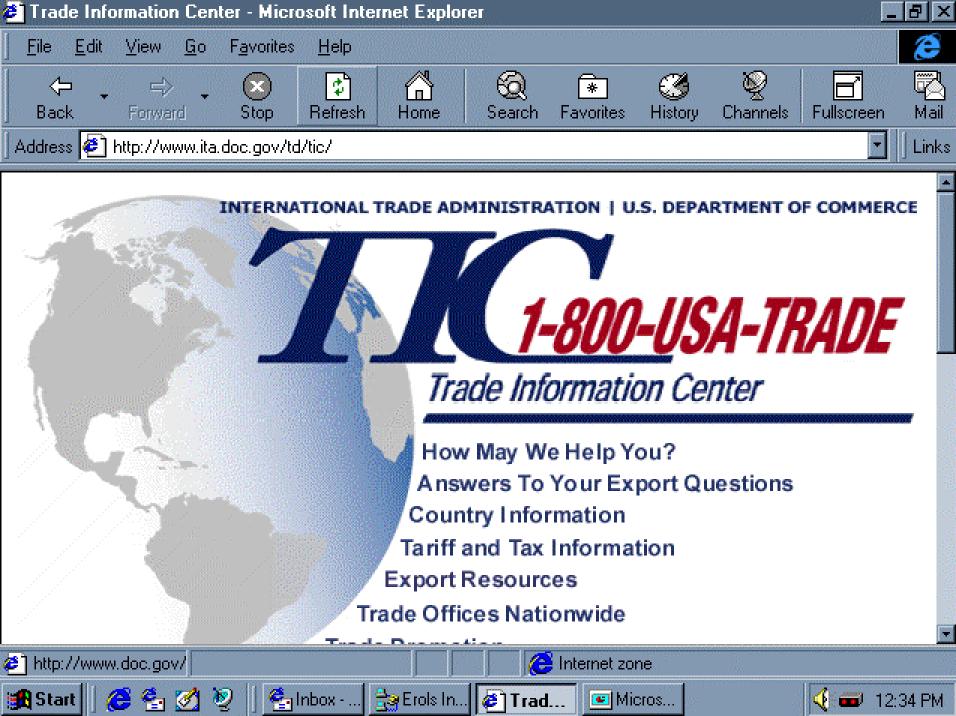
- Checklist of things to complete
 - Business Case
 - Risk Assessment
 - Security Plan
 - Electronic Signature Requirement & Solution
 - Funding Requirements

What about Electronic Signature?

- Use help provided in OCIO document to determine need and approach
- Requires technical and policy infrastructure to be developed, either at the Bureau or the Department level
- DoC CIO Council to determine approach for Department-wide solution



- Re-think business processes
 - Change from paper-centric to electronic-centric
 - Take advantage of electronic environment
 - When it is received electronically, process it electronically
 - Use web to maximum extent to reduce need for human interaction





- Evaluate "requirements" for:
 - Signatures
 - Additional items to be submitted

- Records Management
 - Electronic documents must follow records management requirements (storage, retention, assurance of unaltered form)
 - Electronic signature (PKI) can protect and ensure non-repudiation

- Security and Privacy
 - Protect documents/information collected online from unauthorized access
 - Multiple solutions for security; work with CIO to determine appropriate, effective and efficient solution for your transaction
 - Public perception of ability to protect and attention to protection are key

- Security and Privacy cont'd
 - Ensure privacy and Privacy Act statements are posted where appropriate
- Accessibility
 - By physically impaired
 - By those not fluent in the English language
- Standards and Guidelines
 - available at http://www.doc.gov/webresources/

- Information should be organized by customer need vs. organization
- Forms for the top 500 Government services used by the public to be online

How will e-gov change government organizations?

- Role of employees
 - Self-service for constituents
 - Employees become advisors, knowledge workers, vs. gatekeepers, paper-pushers
- Responsibilities of organizations
 - Integration exposes overlaps and gaps
 - May lead to realignment or reorganization

How will e-gov change government organizations?

- Federal Government is organized for postwar industrial society
 - Examine changes required for 21st century information society
- Appropriations process is stove-piped
 - Allocate funding for cross-agency projects and projects that benefit the public and result in public efficiencies

Current e-gov activities

- President's Management Council
 - three pilots, one is Export Portal
- Government-wide portal
 - FirstGov.gov
 - Access to all online government information
 - Searches all government web sites
 - Will become more targeted and robust over time

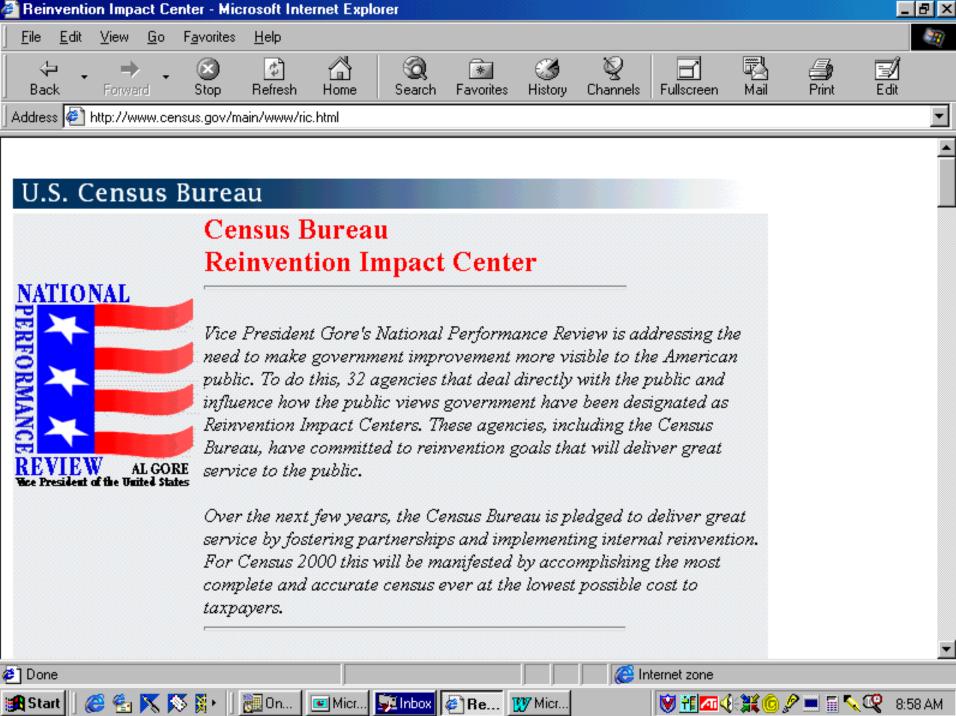
Current e-gov activities

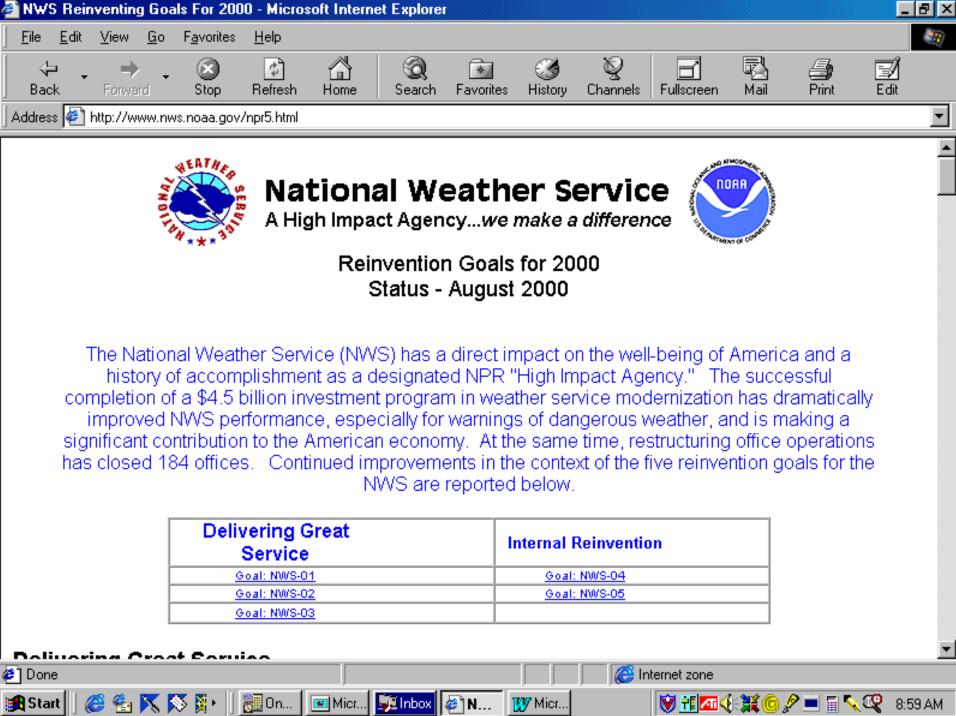
- Council for Excellence in Government
 - Report and recommendations for next administration
- CIO Council e-gov committee
 - Information about what is happening across government
 - Available via CIO Council web site: cio.gov

Current e-gov activities

- NPR High Impact Agencies
 - 32 agencies have 90% of government's contact with the public
 - restore America's trust in government
 - improve customer satisfaction and employee satisfaction
 - activities to achieve goals by Sept 2000







What about the "GPEA"?

- Government Paperwork Elimination Act
 - requires all transactions available online, as an option, by Oct 2003
 - requires acceptance of electronic signature
 - requires a Plan to be developed and delivered to OMB
 - program managers and CIOs together prepare input
 - annual updates required in October

Challenges to Implementation

- Limited understanding and appreciation among executives and program managers
- FY2002 budget process already well underway, while GPEA Plans have yet to be developed; leaves only FY03 to obtain funds and implement
- Personnel and financial resources allocated to other important, mission critical projects

Challenges to Implementation

- Technical challenges include
 - Interfacing electronic submissions with legacy systems
 - Providing "single face to the customer" while multiple legacy environments exist across organizational boundaries
 - Electronic signature solution(s)

Next Steps

- Training to be provided
 - On both business opportunities and technical solutions
 - At all levels of the organization
 - To energize senior leadership
 - To obtain buy-in
 - To get all employees thinking about improving service and reducing cost

Next Steps

- Select top 1 or 2 public transactions for each Operating Unit and get those online
 - Look at high volume transactions
 - Look at mission critical interactions
- Incentives and rewards programs to be identified or developed, and publicized

In Conclusion...

- We have a tremendous opportunity to change the way we do business to
 - improve service to our customers
 - reduce costs of service delivery
 - better utilize our human resources
 - and

IMPROVE THE PUBLIC VALUE OF THE DEPARTMENT OF COMMERCE

QUESTIONS?

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